

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE SOLUTIONS
ADMINISTRATOR'S MEMO SERIES

☐ ACTION
☒ NOTICE 04-26

ISSUE DATE: 10/04/2004
DISPOSAL DATE: Ongoing

*PROGRAM CATEGORIES:

<input type="checkbox"/> AS	<input type="checkbox"/> FM	<input type="checkbox"/> ML	<input type="checkbox"/> TR
<input type="checkbox"/> CC	<input type="checkbox"/> FL	<input type="checkbox"/> NA	<input checked="" type="checkbox"/> W-2
<input type="checkbox"/> CS	<input type="checkbox"/> IT	<input type="checkbox"/> RA	<input type="checkbox"/> WIA
<input type="checkbox"/> CF	<input type="checkbox"/> JC	<input type="checkbox"/> TC	
<input type="checkbox"/> CR	<input type="checkbox"/> LM	<input type="checkbox"/> TA	

To: W-2 Agency Directors

From: Bill Clingan /s/
Division Administrator

RE: Wisconsin Works (W-2) Performance Standards Adjustment Process

PURPOSE:

This Administrator's Memo updates and clarifies Division of Workforce Solutions (DWS) policy with respect to the Wisconsin Works (W-2) agency performance standards adjustment process.

BACKGROUND:

The 2004-2005 W-2 and Related Programs Contract requires W-2 agencies to meet certain performance standards with respect to specified W-2 participant outcomes and program procedures. An Operations Memo issued in 2000 outlined a process whereby W-2 agencies could request adjustments to performance measurements in cases where "unusual or non-recurring events" had adversely affected measurement of agency performance.

Because that earlier Operations Memo referred specifically to the 2000-2001 W-2 contract and included other outdated information, DWD has obsoleted it by issuing Operations Memo 04-48, which refers to the 2004-2005 W-2 and Related Programs Contract. This Administrator's Memorandum is being issued to amplify certain key provisions of Operation Memo 04-48, specifically as they affect new W-2 agencies or agencies facing other transition-related situations.

POLICY:

Previous statements of DWS policy on performance standards adjustments may not have made it sufficiently clear that the "unusual or non-recurring events" for which adjustments may be

* PROGRAM CATEGORIES:

AS--Apprenticeship Standards	FM--Financial Management Requirements	ML--Migrant Labor	TR--Transportation
CC--Child Care	FL--Foreign Labor Certification	NA--Native American Services	W-2--Wisconsin Works
CS--Child Support	IT--IT Systems	RA--Refugee Assistance	WIA--Workforce Investment Act
CF--Children First	JC--Job Center	TC--Tax Credit Programs	
CR--Civil Rights	LM--Labor Market Information	TA--Trade Assistance	

requested may include transition-related circumstances that arise when a W-2 agency is a new agency, when an existing W-2 agency begins to administer W-2 in a geographic area for which it had not previously been responsible, or when a new W-2 consortium is formed. Operations Memo 04-48 refers more directly to these types of transition-related circumstances as a possible basis for performance standards adjustment requests. Operations Memo 04-48 can be accessed online at:

<http://www.dhfs.wisconsin.gov/em/ops-memos/2004/pdf/04-48.pdf>

This information may be of particular interest to new agencies because the 2004-2005 W-2 contract does not contain a provision, included in the 2002-2003 W-2 contract, which permitted new agencies to request that performance data for their first contract quarter be excluded from Right of First Selection calculations. New agencies that might otherwise have made use of this earlier contract provision may wish to use the performance standards adjustment process clarified in Operations Memo 04-48 to address performance measurement issues arising from agency start-up and transition.

Additional grace period for agencies in transitional circumstances

Because W-2 agencies experiencing some of the start-up and transition-related circumstances discussed in Operations Memo 04-48 may not have been aware that such circumstances could be a basis for adjustment requests, DWS is extending the normal 30-day deadline, described in Operations Memo 04-48, for submitting such requests.

Any W-2 agency that believes its performance measures for January, February, or March of 2004 were adversely affected by unusual or non-recurring transition-related circumstances as described above and in Operations Memo 04-48 will have 30 calendar days from the date of this Administrator's Memo or Operations Memo 04-48, whichever is later, to submit performance standards adjustment requests on the basis of those circumstances.

For further information

The most recent version of the 2004-2005 W-2 Agency Contract Performance Standards Information Map is currently available on the 2004-2005 Performance Standards web site:

http://www.dwd.state.wi.us/dws/w2/performance_standards/default.htm

Please continue to direct your performance standards questions to the Regional Office or the email address for performance standards found on the web site.

CONTACT: DWS Regional Offices